



Pengaruh persepsi karyawan tentang konsep sumber daya manusia terhadap kinerja perusahaan persepsian

:: Studi di PT Bank Niaga, Tbk

PRABOWO, AGUNG, PERSEPSI KARYAWAN

PENTINGNYA KONSEP BARU SUMBER DAYA MANUSIA

TERHADAP KINERJA PERUSAHAAN PERSEPSIAN

STUDI DI PT. BANK NIAGA TBK

***THE INFLUENCE OF THE EMPLOYEES' PERCEPTIONS TO
THE NEW CONCEPT OF HR TOWARD THE COMPANY PERFORMANCE
PERCEPTION IN PT. BANK NIAGA Tbk***

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Tanggal Wisuda : 25 Januari 2005

INTISARI

Studi ini bertujuan mempelajari bagaimana peran baru SDM sebagai, mitra strategik, ahli administratif, pejuang pekerja dan agen perubahan di terapkan dan bagaimana persepsi karyawan terhadap kinerja perusahaan. di PT. Bank Niaga, Tbk.

Instrumen survey dalam penelitian ini berupa kuesioner yang terdiri dari 40 butir pertanyaan yang dikembangkan oleh Corner dan Ulrich (1996) untuk mengukur empat peran SDM dan 11 butir pertanyaan yang dikembangkan oleh tim riset NOS (*national organizations survey*) untuk mengukur kinerja perusahaan yang dipersepsikan.

Hasil dari penelitian ini, secara umum dapat diambil beberapa kesimpulan yaitu:

1) Diketahui bahwa persepsi peran mitra strategik lebih tinggi dibanding dengan peran ahli administratif, peran agen perubahan dan peran pejuang pekerja. 2) Persepsi terhadap peran ahli administratif dan peran pejuang pekerja relatif homogen sementara persepsi peran mitra strategik dan peran agen perubahan relatif heterogen. 3) Secara keseluruhan dari hasil uji beda rata-rata tidak terdapat perbedaan pada *junior officer* dan *senior officer* dalam pelaksanaan peran baru sumberdaya manusia yang dipersepsikan. Total rata-rata tertimbang pada masing-masing variable peran baru SDM memiliki katagori tinggi baik *junior officer* maupun *senior officer* 4) Secara bersama-sama keempat peran baru SDM yaitu mitra strategik, ahli administratif, pejuang pekerja dan agen perubahan berpengaruh terhadap persepsi kinerja perusahaan. Semakin tinggi persepsi terhadap keempat peran SDM makin tinggi pula persepsi terhadap tingkat kinerja perusahaan.

Kata kunci: mitra strategik, ahli administratif, pejuang pekerja, agen perubahan, kinerja perusahaan



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ABSTRACT

The objective of this study is to examine how the new roles of HR as a strategic partner, an administrative expert, an employee champion and a change agent are applied in PT. Bank Niaga Tbk. And how the employees' perceptions toward performance of the company.

The research instruments used in this research are two questionnaires. The first questioner consists of 40 questions that are developed by Corner and Ulrich (1996). Those questions are measure the four roles of HR. The second questionnaire consists of 11 questions that are developed by research team of NOS (national organizations survey). Those questions are to measure the company performance that is perceived.

Based on the research finding of this research, generally, it can be made some conclusions as follow: (1) The perception of the strategic partner's role is higher than the administrative expert's role, the change agent's role and the employees' champion role. (2) The perception of the administrative expert's role and the employees' champion role is relatively homogeneous while the perception of the strategic partner's role and the change agent's role is relatively heterogeneous. (3) On the whole of the result, there are not differences between the Junior Officers and the Senior Officers in the implementation of the new roles of HR that are perceive. The total average that is considered in each variable of the new roles of HR has a high category in the Junior Officers and the Senior Officers. (4) Collectively, the new roles of HR, e.g., the strategic partner, the administrative expert, the employee's champion, and the change agent influence the perception of the company performance. The higher perception to those HR roles, the higher perception to the level of the company performance.

Key word: strategic partner, administrative expert, employees champion, change agent, company performance.